

TCM NEWS
FROM YOUR FRIENDLY
LOCAL AND SCHOOLS SERVICES UNIT
CALIFORNIA DEPARTMENT OF HEALTH SERVICES
July 2002

Hello TCM Coordinators and Staff
Participating in the TCM Program! This is an **informal communication** (NOT a PPL) to remind you of important features of the TCM program and claiming system. We have listed valuable information below that will

- help your program **receive more of the money** it is entitled to receive and
 - help you **save time and resources** while providing TCM services.
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NEW NAMES AND FACES!

As stated in Policy and Procedure Letter (PPL) 02-008, Notification of Name Changes, dated July 11, 2002, **we are now known as the Local and Schools Services Unit (LSSU)**. Liz Touhey is our Chief, and we continue to be part of the newly named Administrative Claiming Local and Schools Services Section (ACLASS), whose Chief is Pat Morrison. Both LSSU and ACLASS are within the Medi-Cal Benefits Branch of the California Department of Health Services. Please take note of our contact information elsewhere in this newsletter.

LSSU staff serving the TCM program are:

- Liz Touhey, Chief,
- Carlene Hess, TCM Online Systems Specialist,
- Elizabeth Lutzenberger, TCM Program Analyst,
- David Merritt, TCM Program Analyst, and
- Iveda Williams (Thomas), Administrative Support

Carlene continues to develop the TCM online system and is available to help with specific technical problems that arise while processing claims online.

Elizabeth and David share duties for processing TCM Invoices and for developing the TCM program (e.g., writing PPLs, maintaining audit trails, monitoring LGA claims, responding to LGA requests, conducting site visits, etc.).

Elizabeth processes claims from LGAs 01 through 30 (Alameda through Orange); David from LGAs 31 through 62 (Placer through Yuba & the Cities of Berkeley, Long Beach, and Pasadena).

Iveda got married last month, resulting in her new last name (Williams). Iveda continues to support the TCM program by updating the TCM Coordinator list and by preparing and distributing TCM letters and documents.

GET MORE **MONEY (\$\$\$)** FASTER!

We want you to receive the most federal funding to which you are entitled for having provided TCM services. Please help us help you by doing these things:

Every month, access the TCM System and review the status of all of your LGA's invoices. The

Medi-Cal Eligibility Data System

(MEDS) reviews all

non-claimable encounters in the TCM System every night and checks for eligibility updates.

When appropriate, it changes the status of encounters that were previously ineligible.

Consequently, when you ask the TCM System to create a new invoice from your programs' encounters, the System might generate more invoices than you expected. These new "extra" invoices might be sitting on the System in the "Created" status eagerly waiting for you to

discover them, print them out, and submit them for payment. To check for Created invoices, click the Invoice and Search buttons, then select the Invoice Status code "Created" and the Fiscal Year you're interested in (be sure to check both the current and previous fiscal years). Press the Submit button and you'll have a list of any invoices that can be printed and submitted.

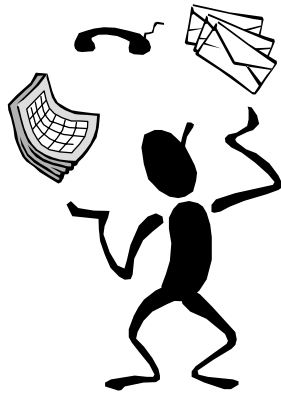


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Every time you print out an invoice, immediately mail it (at the post office if possible). The **postmark** on the envelope containing your invoices determines whether they were received before the reimbursement deadline. Tragically, our pace of life leaves printed invoices buried beneath other important projects. We have received invoices created six months before they were mailed, and often postmarked one day too late to be approved for the maximum reimbursement. The best way to ensure you get all the money you can is to promptly get your invoices postmarked.

Save money: it's not necessary or useful to send your invoices by express mail service. Regular mail is fine.

The most important way to guarantee your invoices meet their deadline is to ensure they are postmarked within six months. Once postmarked, it doesn't matter if it takes them one day or five days to get here. You can feel comfortable knowing that we will email you when your invoices arrive.



Save time and paper: send only the TCM Invoice. It's preferable to send one cover letter for an envelope of invoices; separate cover letters for each invoice are unnecessary and awkward. We don't need invoice checklists, photocopies of invoices, or photocopies of encounter lists from the TCM System. **Just the invoice and cover letter.**

Avoid having to resubmit invoices.

- Use **blue ink** for all signatures.
- Print invoices on—and only on—**your LGA letterhead (no CBO letterhead).**
- Never use white-out on an invoice.
- Use authorized signatures only (notify Elizabeth Lutzenberger of any changes in who you've authorized to sign TCM Invoices).

UPCOMING SITE REVIEWS

We are planning to conduct at least one LGA site review per quarter as part of our ongoing role as the State's sole agency responsible for the oversight of the TCM program.

In these reviews, we hope to find that the encounters that have been claimed are clearly supported by documentation. We recommend regularly reviewing the TCM Provider Manual's definition of encounters (Section 1), qualifications for case managers (Section 2), and required documentation (Section 7).

NOTE: if the client isn't home, it's not a billable encounter.

THE TROUBLE WITH DUPLICATES

The TCM System reviews all encounters for duplicate entries of the Client ID, Date of Birth, and Date of Service. When duplicate information is found, you have to indicate a valid reason for the encounter. Only "Significant Additional Visit" or "Multiple Births" are valid reasons for duplicates. "Other" can be a valid reason if it is followed by a valid explanation.

There has been some confusion over Significant Additional Visits and valid explanations for Other. We will issue a new PPL on this subject in the near future. In brief, a significant additional visit is

- performed by case managers
- for a different purpose.

Multiple activities by one CM with one client on one visit is one encounter. Activities performed by two case managers with one client at the same time is two encounters only if the CMs had different purposes.

Also, if two case managers accidentally enter the same encounter into the System, inactivate the **second** entry, not the original. Several people have incorrectly used Other to explain this duplication.

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ONLINE RESOURCES

Most of your questions can be answered online. The trick is knowing where to look and how to use what you find. Feel free to contact us for help finding what you're looking for. Bookmark (or Add to Favorites) these links for easy access.

<https://tcm.dhs.ca.gov>

Start here. The TCM System website includes links to program information, **training**, and a login page. You can access the **Local and Schools Services Unit** website, which includes the TCM Provider Manual, by clicking on the link to "TCM Program Information." **If you or your staff are new to TCM**, be sure to review the page "How to use the TCM System" and to submit a User ID Request Form.

Other useful (non-TCM) websites:



www.dhs.ca.gov

The main website for the California Department of Health Services includes introductions to the organization and its services.

www.medi-cal.org

Website for the Medi-Cal Policy Institute, a private organization that helps the public gain access to Medi-Cal services—very user friendly and contains good answers to frequently asked questions. The **best place to get an overview** of the Medi-Cal program.

www.leginfo.ca.gov

This website for the Office of the Legislative Counsel contains a legal library with easy access to specific codes, including the Welfare & Institutions Code.

www.calregs.com

The California Code of Regulations website includes Medi-Cal (and TCM) regulations under Title 17 and Title 22. The easiest way to use this website is to enter a keyword or section number into the box on the bottom left of the page and press the Search button.

OUR GOALS FOR PROCESSING INVOICES

We intend to:

- process your TCM Invoices within five business days (i.e., deliver them to Accounting),
- respond to all phone calls and emails within 24 hours,
- discuss denied encounters with you by phone and email,
- communicate the status of your invoices by email, and
- copy all communications with LGA staff to the LGA Coordinator by email.

HOW TO REACH US

Mailing address:

Department of Health Services
Targeted Case Management/TCM
714 P Street, Room 1640
Sacramento, CA 95814

(The online mailing labels are also acceptable. Above all, be sure to include our room number.)

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Phone numbers and email addresses:

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**Working together with you, we intend to
make California's Targeted Case
Management program the best it can be.**